

Information Services Division
Definitions for Information Technology Services FY10
Effective July 1, 2009

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37140 - Project Management Office (PMO)

1411 - Project Management Support

This service provides a State Certified Project Manager for professional management of your Information Technology (IT) projects from design to implementation. Along with this service, projects can be tracked in the Clarity Project Portfolio Management System (see Clarity rates in section 37550, 5581) this service is billed in 15 minute increments and is invoiced monthly as incurred.

37320 - Mainframe Processing

Prime and Non-Prime Time

Prime Time is 7:00 A.M. to 5:00 P.M. Monday – Friday (Holidays excluded).

Non-Prime Time is 5:00 P.M. to 7:00 A.M. Monday – Friday and Weekends and Holidays.

Mainframe Rates include a Disaster Recovery Facility capable of providing Processing Services for all Mainframe Customer Applications

3207 - Time Sharing Option (TSO)

TSO stands for (Time Sharing Option) and provides “interactive” time-sharing from remote terminals. TSO is a means of communicating with the system (mainframe) and among other functions allows the user to submit Batch Processing jobs, view data, monitor job flow, print, edit files and conduct library functions, etc.

3210 (Prime) & 3220 (Non- Prime) Customer Information Control System (CICS) Processing

CICS (Customer Information Control System) billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

3211 (Prime) & 3221 (Non-Prime) - Batch

Batch Processing refers to jobs submitted with Job Control Language (JCL) stack. Batch Processing is submitted in various ways including Control M – scheduler or other methods as determined by the user. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

3212 (Prime) & 3222 (Non-Prime) - Information Management System (IMS)

Information Management System (IMS) is IBM's transaction & hierarchical database management system. The database may be accessed through batch jobs or on-line transactions or processing from either IMS/Data Communications or CICS. Billable units are based on resource utilization per CPU Hour (CPU

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Hour is a calculation of units of processing time and is not related to wall clock time/hour).

3214 (Prime) & 3224 (Non-Prime) - Datacom

CA Datacom/DB is a high-performance; multi-user relational database management system based on z/OS host platforms. The database may be accessed through batch jobs or on-line processing from CICS. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

3215 (Prime) & 3225 (Non-Prime) - DataQuery

CA DataQuery for CA Datacom provides users throughout the organization with the ability to easily access, retrieve, report, and update information in Datacom/DB databases. Charges within this service are for queries on the Arizona Financial Information System (AFIS). Queries may be run through batch jobs or online/CICS activities. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

3216 (Prime) & 3226 (Non-Prime) - ADABAS

ADABAS (acronym for Adaptable DATA BASE System) is Software AG's advanced database management. The database may be accessed through batch jobs or on-line processing from CICS. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

3217 (Prime) & 3227 (Non-Prime) - Datacom Server - ODBC

Datacom Server, also called ODBC or Open Data Base Connectivity, is a common framework for accessing and altering the contents of databases. Datacom Server enables open application access from virtually all distributed platforms. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

3218 (Prime) & 3228 (Non-Prime) – DB/2

DB2 is one of IBM's relational database management systems (RDBMS). IBM refers to DB2 as a data server. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

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37330 - Technical Support

3311 - Technician Services

This service is on a request basis and includes support of system and application activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed in 15 minute increments and is invoiced monthly as incurred. These billable services are services that are not listed in the Responsibilities for each of the supported products in a **CLIENT's** service agreement.

37340 - Disk Storage

Mainframe Disk Storage

Mainframe Rates include a Disaster Recovery Facility capable of providing Processing Services for all Mainframe Customer Applications. Customers that request Tier 1 and Tier 2 Private (Reserved) Volumes are invoiced for all tracks on the volume.

3411 (Standard) & 3415 (Private (Reserved) Volumes) - Tier 1

Tier 1 storage is designed for the highest availability and performance requirements. It is built on the most current disk technology and is based on a cache centric design that provides the fastest response times while sustaining large numbers of data transfers.

3421 (Standard) & 3425 (Private (Reserved) Volumes) - Tier 2

Tier 2 storage is most often selected for less critical data with low I/O requirements. It is built on current disk technology that provides a slower response time than Tier 1.

Open System Disk Storage

ISD is available to assist with Open System Disaster Recovery, which is a customer responsibility. Customers that request Tier 1 and Tier 2 Private (Reserved) Volumes are invoiced for all tracks on the volume.

3431 - Tier 1

Tier 1 storage is designed for the highest availability and performance requirements. It is built on the most current disk technology and is based on a cache centric design that provides the fastest response times while sustaining large numbers of data transfers.

3441 – Tier 2

Tier 2 storage is most often selected for less critical data with low I/O requirements. It is built on current disk technology that provides a lower response time than Tier 1.

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37350 - Tape Storage

Mainframe Tape Storage

3511 - Data Stored

A Tape Management System (TMS) tracks all data stored on tape. Charges are based on the amount of data and the amount of time the data is stored on tape.

To maximize tape utilization, a tape may contain data for more than one CLIENT. If **CLIENT** requires their data to be the only data on a tape(s), they will be charged for that tape(s) based upon current cost in addition to the charge for the data stored.

3521 - Physical Tape Surcharge

Surcharge assessed to all 3420 & 3480 tapes.

3525 - Physical Tape not in Tape Management System (TMS)

This charge is for physical tapes that are stored and managed in the ISD Tape Library but are not recorded in the automated Tape Management System.

3531 - Tape Mounts

To mount the 3420 and 3480 tapes. This is a per mount charge.

3541 - Migrated Data

Customer data files that have been migrated from Mainframe disk storage to a secondary storage media. When a customer accesses one of these data files, it is automatically restored to Mainframe disk storage for processing.

Open Systems Tape Storage

3561 - Automated Tape Library (ATL) Storage

A Tape Management System (TMS) tracks all files in storage by MB. Storage charge(s) are based upon the amount of time that the data is allocated to the user during the month. **To maximize tape utilization, a tape may contain data for more than one customer.** If a customer requires their data to be the only backup on a tape(s) they will be charged for that tape(s) based upon current cost.

Other

3591 - Tape Vault Storage (1" X 4 3/8")

Tapes created at the customer sites that need to be stored offsite from their systems, and in a secure area can be stored in the ADOA Data Center tape vault located in the secured computer room. The monthly cost is for a 1" x 4 3/8" slot, and all tapes will be delivered and picked up at the tape transfer station of the ADOA Data Center. Once the tapes are delivered, management and handling of the tapes will be provided by ADOA Operations.

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3592 - Tape Vault Handling

Tapes created at the customer sites that need to be stored offsite from their systems, and in a secure area, can be stored in the ADOA Data Center tape vault located in the secured computer room. The charge is for each time a tape is placed into storage in the ADOA Data Center tape vault or removed from storage in the ADOA Data Center tape vault. All tapes will be delivered and picked up at the front desk of the ADOA Data Center. Once the tapes are delivered, management and handling of the tapes will be provided by ADOA Operations.

37360 – Printing

3611 - Page

On-line Local Page printing is invoiced based on the number of “clicks” recorded by the Xerox printing machines. One “click” equals one impression or the number of times the sheet of paper passes through the print station. One sheet of paper (both sides) is capable of holding from one (1) to eight (8) pages of information; however one sheet of paper can represent no more than two clicks.

3621 - Impact (Line)

Initiated by Batch Jobs as well as CICS and TSO. Impact printing is performed on two (2) IBM 6262 machines that are normally loaded with green bar paper.

37520 - Desktop

5211 - PC/Laptop Support

External Support Services (ESS) will install PC's and laptops under applicable ISA charges; including peripheral equipment such as printers, scanners, cameras, etc. Break/fix and Planned Maintenance Program (PMP) of ESS installed equipment will be covered by ISA as well. Any additional or supplemental peripherals added after installation, virus removal and user training will be charged the cost of time and material.

5221 - Printer Support

Includes ISD support time only per device. Hardware, software, user training and consumables (toner, paper, etc.) are not included.

5231 - Desktop Technician

Provides PC/laptop installation and maintenance including, new system set up, new hardware installation, diagnosis/repair of hardware problems, connection problems, and conducts file transfers. PC/laptop software support for Windows, MSOffice, Mac OS and WordPerfect including, installation of new software, software patches, the update of existing software, data recovery, folder and calendar sharing, diagnosis/repair of software problems, and the transition to

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ADOA's Exchange Server. Administers the planned Preventative Maintenance Program including update/installation of antivirus and antispyware software, remove viruses and spyware, and provide planned file cleaning and consolidation. Provides peripheral support including diagnosis of problems with printers, Blackberry's, Palm Pilots, fax machines, videophones and other authorized related hardware. Provides PC/laptop security and the diagnosis and resolution of password problems, file and folder permissions and data encryption. Provides customer training for Windows, Mac OS, Exchange E-mail, VPN and MS Office Suite. Provides surplus services including transportation of surplus equipment, sanitation certification, paperwork completion/submission and transporting equipment to surplus property warehouse. This service is billed in 15 minute increments and is invoiced monthly as incurred.

5241 – Encryption Setup

Perform encryption of PC's and laptops. After encryption software installation, create full backup of encrypted computer, create an image of encrypted computer and perform customer training on use of encryption and backup software.

5243 – Encryption License

Encrypt laptops and PC's by installing encryption software, installs FDR backup software, McAfee antivirus protection and performs planned maintenance on encrypted computers. Backup of data is not included in this rate and will be billed separately through other ISD data backup rates.

52XX - Virtual Desk
Pending

37540 - Application Development (SDLC)

Our professionals provide Analysis, and Programming services. Our goal is to develop custom web-based applications that meet your Agency's unique requirements which are hosted and supported in our world-class 24x7 Data Center.

Occasionally our Technical, Analyst and Programmer professionals are contracted to augment an Agency's current staff or to provide staff when an Agency does not employ personnel with the required area of expertise.

Any request in excess of 40 hours of work requires a Project Charter, Project Plan and Project Management.

5411 - Programming Services

Programming Services include requirement analysis, design and development of web software applications, integration to your existing in-house applications or websites, testing, 30-day product support and documentation based upon the

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Software Development Life Cycle (SDLC). After 30 days support is transitioned to our Application Support group. In addition to web applications, Programming Services offers application development for Blackberry and Windows Mobile devices, and client-server applications. This service is billed in 15 minute increments and is invoiced monthly as incurred.

5413 - Analysis Services

Analysis services include assistance in eliciting and documenting requirements for software development including business rules and functionality, system design and architecture, as well as quality testing, training and user documentation. This service is billed in 15 minute increments and is invoiced monthly as incurred.

5415 - Technical Services

Technical Services include Commercial Off-the-Shelf (COTS) implementation comprised of application installation and setup / configuration, and application operational support with problem trouble-shooting. It also includes email setup and configuration, website setup and install, DNS adds and changes, Domain Name Registration and, website SSL Certificate purchase, provisioning and deployment. This service is billed in 15 minute increments and is invoiced monthly as incurred.

37550 - Application Support

Our professionals provide Technical, Analysis, and Programming services. Our goal is to support custom web-based applications developed by our Application Development group which are hosted and supported in our 24x7 data center. In addition, we support turn-key Commercial Off-the-Shelf (COTS) applications as part of a developed solution or as stand alone software.

Occasionally our Technical, Analyst and Programmer professionals are contracted to augment an Agency's current staff or to provide staff when an agency does not employ personnel within the required area of expertise.

Any request in excess of 40 hours of work requires a Project Charter, Project Plan and Project Management.

Programming

5511 – Programming Services

Programming Services include maintenance of existing computer software applications; maintenance and enhancement of web software applications, integration development, testing, product support and documentation. This service is billed in 15 minute increments and is invoiced monthly as incurred.

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5513 – Analysis Services

Analysis services include assistance in eliciting and documenting requirements for software enhancements including business rules and functionality, system design and architecture, as well as quality testing, training and user documentation. This service is billed in 15 minute increments and is invoiced monthly as incurred.

5515 - Technical Services

Technical Services include COTS implementation comprised of application installation and setup / configuration, and application operational support with problem trouble-shooting. It also includes email setup and configuration, website setup and install, DNS adds and changes, Domain Name Registration and, website SSL Certificate purchase, provisioning and deployment. This service is billed in 15 minute increments and is invoiced monthly as incurred.

E-Mail

5523 - E-mail - Enterprise (Exchange)

Provides small to medium-size Agencies with the enterprise-level email access and shared resources of Microsoft Exchange. This mobile email and collaboration suite provides services across the organization including email messaging, remote access, shared folders and calendars, shared contact lists and shared to-do lists. Each user receives one Microsoft Exchange email account, virus protection and support from ISD. Includes 1 gb of space.

5524 – Enterprise (Exchange) (Additional Space)

For additional space necessary per account over 1gb. Billed in gb increments.

5525 – Message Transfer Agent (E-mail Relay per Application)

Please contact ISD Finance and Planning at 602-541-0719 with any questions.

Web Page Hosting

5531 - Shared Basic Environment

The shared basic hosting service hosts multiple websites for multiple Agencies on enterprise class hardware housed in our world-class Data Center and where server resources are shared. The sharing of resources results in the monthly rate per website to be less than a website in a Dedicated Hosting environment. This service is best suited for those websites utilizing disk storage space between 10 MB and 300 MB. Setting up a website in the Shared Hosting environment including backup and site statistics (AWSTATS) usually requires a one-time charge for Technical Services in the amount of \$95.00.

5533 - Shared Premium Environment

The *Shared Premium Hosting* service hosts multiple websites for multiple agencies on enterprise class hardware housed in our world-class Data Center

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and where server resources are shared. This service is best suited for those websites utilizing disk storage space between 1 GB and 2 GB. Setting up a website in the Shared Hosting environment including backup and site statistics (AWSTATS) usually requires a one-time charge for Technical Services in the amount of \$95.00.

5536 – Basic Virtual Dedicated Environment

The *Basic Virtual Dedicated Hosting* environment provides an exclusive virtual server environment hosted and maintained by ADOA-ISD, and devoted to an agency's website(s). The agency's websites do not share resources with any other agency's websites, however the physical server has multiple virtual environments and each environment has reserved resources. Setting up the virtual environment with a single website in the Virtual Dedicated Hosting environment usually requires a one-time charge for Technical Services (5515) in the amount of \$560.00.

Reserved resources: 1 CPU, 1GB RAM, 500 MB Tier 1 disk storage, 2 user accounts, Basic Server Support, Windows License, site statistics (AWSTATS), and Backup to tape on the following schedule: 7 days a week, once a month off site. Tape backup charged separately.

Secure Sockets Layer (SSL) Certificate

5541 –Verisign

For websites requiring secure access, Technical Services personnel purchase, provision and deploy a SSL Certificate for your website. The certificate allows the use of a cryptographic protocol providing secure communications on the Internet and applies to a single website. For additional information, please visit the Verisign and GoDaddy websites.

5543 —GoDaddy - New

For websites requiring secure access, Technical Services personnel purchase, provision and deploy a new SSL Certificate for your website. The certificate allows the use of a cryptographic protocol providing secure communications on the Internet and applies to a single website.

5545 - GoDaddy - Renewal

For websites requiring secure access, Technical Services personnel purchase, provision and deploy a renewal SSL Certificate for your website. The certificate allows the use of a cryptographic protocol providing secure communications on the Internet and applies to a single website.

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Domain Name Services (DNS)

5551 – Domain Name Registration for .gov Web domain

For websites where a .gov domain is required or desired, Technical Services personnel purchase the domain name and configure the web server with the domain name information for the site to be hosted. A domain name applies to a single website.

5553 – Domain Name Service parking

Please contact ISD Finance and Planning at 602-541-0719 with any questions.

Project Management Using Clarity

Clarity User Account (single user)

With access to Clarity you can create simple project plans for the collaboration and tracking of key tasks and milestones, or detailed plans for capturing all of the information in a complex project. Plans can also include key tasks, WBS hierarchies, estimates, dependencies and deliverables, and staff assignments. Clarity also enables the creation of project templates to establish repeatability and speed up project creation. The templates leverage the extensive workflow capabilities of Clarity enforcing the execution of all the underlying milestones to complete the project. Clarity also records time and resource usage for each project. Once a timesheet is submitted through workflow management, managers with time-approval rights can review it for accuracy and completeness before approval is granted. Clarity also makes it easy to schedule key tasks and milestones and manage project and resource calendars – all within a web-native environment.

Clarity's program and portfolio management can be used to effectively manage programs. When you need to manage large programs with a related series of projects, Clarity provides top-down budgeting and forecasting, as well as bottom-up risk, status, cost and schedule reporting for subprojects. For the program manager, it is crucial to gain visibility across multiple linked projects in order to see the full impact that one change can make to an entire program — from budget to project progress.

5571 – Clarity Enterprise Visibility Option User Account

Users who can view portlets and pages. These users can also submit, track and update ideas, but otherwise cannot create or modify information.

5573 – Clarity Team Member User Account

Users who have specified limited use of functionality within licensed modules. For example, reporting time and project status, using discussions and documents, and viewing data and running reports. This license type includes all rights associated with the Enterprise Visibility Option license type.

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5575 – Clarity Manager User Account

Users who have full use of all licensed modules other than Studio. This license type includes all access rights associated with the Team Member and Enterprise Visibility Option license types.

Imaging/Document Management Services (Pending)

Other

5591 - Payment Portal Processing Fee

Please contact ISD Finance and Planning at 602-541-0719 with any questions.

5593 - Blackberry Enterprise Server (BES)

The BES rate is for one user on a single device to connect to the ISD Microsoft Exchange Email. BES connects to messaging and collaboration software on enterprise networks to synchronize email and [PIM] information between server and mobile software.

5595 - Subscription Email Service (SES) - (1-5,000 subscribers)

The SES rate is for one account, 2 users, to utilize the application. Each account may have a maximum of 5,000 subscribers. However, there may be multiple subscriber lists, newsletter campaigns, and an account may send an unlimited number of emails to the account's subscriber base. ISD supports the eNewsletterPro application availability and infrastructure. Support for functionality of the application is provided by eNewsletterPro.

5596 - Subscription Email Service (SES) - (5,000-60,000 subscribers)

The SES rate is for one account, 2 users, to utilize the application. Each account may have a maximum of 60,000 subscribers. However, there may be multiple subscriber lists, newsletter campaigns, and an account may send an unlimited number of emails to the account's subscriber base. ISD supports the eNewsletterPro application availability and infrastructure. Support for functionality of the application is provided by eNewsletterPro.

37570 - Server Support

Server Support

5715 – Platinum Support

This service includes services provided by the Gold Support and application related support (2+ apps), customer backup tools configuration and management, configuration of audit and control tools, operating system upgrades, hardware and operating system capacity planning and capacity planning recommendations.

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5713 – Gold Support

This service includes service provided by Silver support and 24/7/365 support time, website monitoring, application monitoring, UNIX/LINUX operating system patching, basic application support (1 application), storage management (RAID 5, 10+1, SAN), advanced hardware upgrades and proactive performance tuning.

5711- Silver Support

This level of support includes 8am – 5pm support time, Monday through Friday. Silver support also includes up/down monitoring, hardware and operating system monitoring and troubleshooting, Windows operating system patching, McAfee VirusScan & Virus definition updates, scheduled maintenance setup, printer setup, FDR backup client install and configuration, basic storage management (Raid 0,1), basic hardware upgrades, performance monitoring, reporting and reactive performance tuning.

BRONZE (Virtual Machine Guest)

A VM Guest is a guest on a virtual server. A VM Guest is calculated by a combination of the number of virtual CPU's and virtual RAM. VM Guests use Tier 1 Open Systems Storage. Pricing for Tier 1 storage is listed on the Rates sheet. Pricing for a VM Guest does not include the operating system, backups, or Server Support.

5751 – Bronze (Virtual CPU – Hosting)

A VM Guest is a guest on a virtual server; a VM Guest is calculated by a combination of the number of virtual CPU's and virtual RAM. VM guests use Tier 1 Open Systems Storage. Pricing for Tier 1 storage is listed on the Rates sheet. Pricing for a VM Guest does not include the operating system, backups, or Server Support. The maximum number of virtual CPU's is 2.

5753 – Bronze (Virtual RAM – Hosting)

Virtual RAM is invoiced in 512 MB blocks. The maximum number of virtual RAM blocks is 30 or, 15GB of RAM.

5731 – Copper (Hosting shared rack space)

This includes 1U space for racking the server with electrical, generator backup, fire protection, raised flooring, air conditioning, and physical security. All management of the system and data will be the responsibility of the owner of the equipment. The rate is the same whether the rack is provided by ISD or belongs to the customer. ISD limits a rack to contain no more than 64 blade servers.

Customers that wish to have a dedicated rack for their Agency will be charged a minimum of 24 U's per rack.

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5739 - Floor Space Rental (Non-Electric Consuming Equipment)

Space in the Data Center can be used for non-electric consuming equipment and can be placed where needed unless or until that space is need for production equipment. At that time, equipment will be relocated to the nearest available free space.

5737 - Shared File Server

Please contact ISD Finance and Planning at 602-541-0719 with any questions.

5717 – Directory User Administration

Administration of user accounts on the server. Activities included in this service are additions, deletions and security administration of users, file systems, shares, and group policies. This is for both accounts on a stand alone server or a server on directory such as Active Directory. Other directories may require training which is a cost that will be covered by the customer.

An account is defined as any record that contains a valid username and password used to attach to shared resources. Any account used by an individual user, a group, or a service will be included. Any account created for ISD to do their job is excluded from the count.

5742 – SAN Connection

Please contact ISD Finance and Planning at 602-541-0719 with any questions.

5721 - Server Technician

This service provides technical support for the server and operating systems for the server. This service is billed in 15 minute increments and is invoiced monthly as incurred.

AS/400

5771 - AS/400 Storage

This service includes disk space on the ADOA AS/400 server for database and application programs.

5775 - AS/400 Technician

This service provides technical support for this server and operating systems for the ADOA AS/400 server. This service is billed in 15 minute increments and is invoiced monthly as incurred.

Other

5791 - Equipment Lease

This will include recovery costs of the server over a 36 month life cycle plus administrative costs. Rates will vary based upon server selection.

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37620 - Security

6201 - Network Connection (Server Consolidation and Infrastructure Facility Initiative or SCIFI)

For all network and SAN (Storage Area Network) ports provided by ISD to enable communication between to the customer's equipment and other systems. This includes dual, redundant failover network equipment for each circuit.

6211 - Security Technician

Security and network consulting service is on a request basis and includes support of system, application or activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed in 15 minute increments and is invoiced monthly as incurred.

6221 - Account Setup

This service is on a request basis and includes account setup support of system, application or activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed on a per event basis and is invoiced monthly as incurred.

6231 - Password Change/Reset

This service is on a request basis and includes password change/reset support of system, application or activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed on a per event basis and is invoiced monthly as incurred.

6241 - Host based Intrusion Detection System (HIDS)

Host-based Intrusion Detection System (HIDS) is a security management system that is used to determine if a system has been compromised and can warn administrators when a security breach occurs. HIDS gathers and analyzes information from the Server/Host and/or network, to identify possible security breaches, which include both intrusions (attacks from outside the organization) and misuse (attacks from within the organization). HIDS is used to meet the security requirements defined in GITA and ADOA Information Security Policies and Standards. Monitored HIDS services billing rates are based on the number of CPU's in Server/Host and is invoiced on a monthly basis.

6251 - Host Security Assessment (HSA)

Host Security Assessment (HSA) is a combination of network based testing, patch verification, unused service testing, anti-virus, firewall, file permissions testing, unused accounts, password strength testing etc. Overall, a Host Security Assessment service is testing a Server/Host for security vulnerabilities and ensuring compliance with the required GITA and ADOA Information Security Policies and Standards. Host Security Assessment services billing rates are

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based on the number of CPU's in Server/Host and is invoiced on a monthly basis.

6261 – Profense (Web site and application security)

This is a service offered to provide Web Application security and protection against threats such as, buffer overflow, SQL injections, Cross- site scripting and JavaScript attacks. This protection ensures compliance with the required GITA and ADOA Information Security Policies and Standards. Web Application Security services billing rates are based on per web site application and invoiced on a monthly basis.

37640 - Disaster Recovery

6401 – Disaster Recovery Technician Support

The Information Services Division's Disaster Recovery Manager will assist with the development of DR plans and solutions for your IT Recovery & Continuity of Operations needs along with:

- Evaluating your Critical Business Processes
- Assessing Risks and Impacts
- Developing and/or Modify Continuity Plans
- Exercising and revising your DR Plans

6411 - Hosting – Remote Server/Storage

This service is offered as a DR Strategy for "remote data replication capability" on Magnet 2. Includes 1U space for racking a server, network security and local area network services in a raised floor environment in Tucson. Management of equipment, WAN and application specific services is the responsibility the requesting Agency. Physical facilities include fire protection (wet pipe), camera monitoring, temperature control, raised floor, back-up generators and battery backup.

Living Disaster Recover Plan System (LDRPS) Agency Account (multiple users)

An account on the Living Disaster Recovery Planning System allows an Agency user to create and update its disaster recovery plan which allows for true Statewide Continuity of Operations Planning (COOP) integration with other organizations. Included with each account is the capability for: web-based on-line training for personnel involved in the COOP process; standardized templates in creating plans; Administrator review, monitoring and scoring of plans, and the ability to provide immediate feedback and suggestions for improvement of the plan and standardized reporting tools and reports.

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Although each plan is unique, the goal of every continuity planner is to build a continuity program that helps him or her respond to and recover from issues with minimal impact. The Plan Navigator is designed to assist users in reaching their planning objectives by giving step-by-step instructions on how to build plans.

There are four Plan Navigators offered in LDRPS: Corporate Crisis Management, Business Process Recovery, Application Recovery and Site Event Management. They offer built-in methodology and guidance based on years of research and development, prompting users to enter the most relevant data to complete plans. The Plan Navigators can be used in their standard form or easily customized to suit any personal planning focus or standard.

5561 - LDRPS Account - Small Agency (1 – to 99 FTE)

Agency Account (multiple users) - For Agencies with 1 to 99 FTEs, this account provides access to the LDRPS basic features that a small Agency would use such as the Business Process Recovery Plan Navigator and its reports.

5563 - LDRPS Account - Medium Agency (100 – 749 FTE)

Agency Account (multiple users) - For Agencies with 100 to 749 FTEs, this account provides access to the LDRPS additional Plan Navigators and, their features and reports.

5565 - LDRPS Account - Large Agency (750+ FTE)

Agency Account (multiple users) - For Agencies with 750 or more FTEs, this account provides access to all the LDRPS Plan Navigators and, their features and reports.

37720 - Support Center

7211 - Remedy User Registration

One Remedy user license and support. Includes read, write and update functionality.

72XX - Remedy User Registration
Pending

37820 - Data Base Management

Technical Support

8221 - Data Base Specialist

This service is on a request basis and includes support of database design activities, analysis and maintenance activities involved in the Application Development life-cycle. Involvement in special projects may also be requested

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on an as-needed basis. This service is billed in 15 minute increments and is invoiced monthly as incurred.

Mainframe Database Support

8231 – Mainframe Database Support

Please contact ISD Finance and Planning at 602-541-0719 with any questions.

Dedicated Database Hosting:

8240 – SQL Server Primary

Provides for installation of server software and one (1) application SQL Server database located in the ADOA-ISD Data Center and available according to customer requirements, excluding maintenance windows. Services provided on a monthly basis include database table maintenance, backups, monitoring of the Database Management System (DBMS) production environment, troubleshooting and problem resolution, meeting with auditors as required and on-call support during business hours.

This rate applies to single application database hosting services only and **does not include** application support. Application support services are invoiced on a Time & Materials (T&M) basis as per the Database Specialist or Technical Services hourly rate on the current, published ADOA-ISD rate sheet.

8241 – SQL Server Secondary

Provides for an additional application SQL Server database created and maintained in a non-production Database Management System (DBMS) environment. This rate applies to each additional database for the same application as the Primary database.

8242 – Oracle Server Primary

Provides for installation of server software and one (1) application Oracle database located in the ADOA-ISD Data Center and available according to customer requirements, excluding maintenance windows. Services provided on a monthly basis include database table maintenance, backups, monitoring of the Database Management System (DBMS) production environment, troubleshooting and problem resolution, meeting with auditors as required and on-call support during business hours.

This rate applies to single application database hosting services only and **does not include** application support. Application support services are invoiced on a Time & Materials (T&M) basis as per the Database Specialist or Technical Services hourly rate on the current, published ADOA-ISD rate sheet.

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8243 – Oracle Server Secondary

Provides for an additional application Oracle database created and maintained in a non-production Database Management System (DBMS) environment. This rate applies to each additional database for the same application as the Primary database.

8244 – Domino Server Primary

Provides for installation of server software and one (1) application Domino database located in the ADOA-ISD Data Center and available according to customer requirements, excluding maintenance windows. Services provided on a monthly basis include database table maintenance, backups, monitoring of the Database Management System (DBMS) production environment, troubleshooting and problem resolution, meeting with auditors as required and on-call support during business hours.

This rate applies to single application database hosting services only and **does not include** application support. Application support services are invoiced on a Time & Materials (T&M) basis as per the Database Specialist or Technical Services hourly rate on the current, published ADOA-ISD rate sheet.

8245 – Domino Server Secondary

Provides for an additional application Domino database created and maintained in a non-production Database Management System (DBMS) environment. This rate applies to each additional database for the same application as the Primary database.

Shared Database Hosting:

8250 – Shared - Entry - 1 GB, 1 DB, 1 User

Provides one (1) application with a single backend database with a single log file for storing and retrieving data in a shared, secure DBMS environment customized to fit the needs of the application. Database backup to disk provided daily, with backup from prior day used for recovery. Recovery services will be provided at no charge if necessitated by failure or incapacity of the ISD Hosted DBMS environment.

This rate applies to single application database hosting services only and **does not include** Database Owner (DBO) Rights, more than one (1) log file, ADOA-ISD Database Specialist services, or the setup fee required to begin hosting. The one time setup fee is *estimated* at \$23.75 which is ¼ hour of the hourly rate of \$95 for the services of a Database Specialist (8221).

Note – If disk space usage exceeds 1 GB or the number of databases exceeds 2 in any given month then invoicing will occur at the next highest level automatically.

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8251 – Shared - Entry - 1 GB, 1 DB, 1 User - Additional User

Provides an additional database user read/write account **without** Database Owner (DBO) rights. This rate applies to each additional user.

8252 – Shared - Intermediate - 5 GB, 3 DB, 4 Users

Provides one (1) application with up to three (3) backend databases and with up to five (5) log files for storing and retrieving data in a shared, secure DBMS environment customized to fit the needs of the application. Database backup to disk provided daily, with backup from prior day used for recovery. Recovery services will be provided at no charge if necessitated by failure or incapacity of the ISD Hosted DBMS environment. Included in this rate are ten (10) hours of Database Specialist services at no extra charge when used during normal business hours.

This rate applies to single application database hosting services and **does not include** Database Owner (DBO) Rights, more than five (5) log files, ADOA-ISD Database Specialist services in excess of 10 hours, or the setup fee required to begin hosting. The one time setup fee is *estimated* at \$47.50 which is ½ hour of the hourly rate of \$95 for the services of a Database Specialist (8221).

Note – If disk space usage exceeds 5 GB or the number of databases exceeds 3 in any given month then invoicing will occur at the next highest level automatically.

8253 – Shared - Intermediate - 5 GB, 3 DB, 4 Users - Additional User

Provides an additional database user read/write account **without** Database Owner (DBO) rights. This rate applies to each additional user.

8254 – Shared - Advanced - 10 GB, 5 DB, 10 Users

Provides one (1) application with up to five (5) backend databases and with up to ten (10) log files for storing and retrieving data in a shared, secure DBMS environment customized to fit the needs of the application. Database backup to disk provided daily, with backup from prior day used for recovery. Recovery services will be provided at no charge if necessitated by failure or incapacity of the ISD Hosted DBMS environment. Included in this rate are 20 hours of Database Specialist services at no extra charge.

This rate applies to single application database hosting services and **does not include** ADOA-ISD Database Specialist services in excess of 20 hours, or the setup fee required to begin hosting. The one time setup fee is *estimated* at \$95.00 which is 1 hour of the hourly rate of \$95 for the services of a Database Specialist (8221).

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Note – If disk space usage exceeds 10 GB then ADOA-ISD will contact Client to determine the best offering that matches client's needs. If the number of databases exceeds 5 then invoicing at this rate will be the number of databases divided by 5 rounded up to the next whole number. For example, if the number of databases is 9 divided by 5 with the result rounded up to 2 then this rate will be invoiced 2 times.

8255 – Shared - Advanced - 10 GB, 5 DB, 10 Users - Additional User

Provides an additional database user account **with** Database Owner (DBO) rights. This rate applies to each additional user.

8256 – Dedicated

Please contact ISD Finance and Planning at 602-541-0719 with any questions.

8298 – SQL 2005 Database For Web Hosting (ERMA Only)

Provides websites with custom applications a backend database for storing and retrieving data through the site. One backup from the prior day is included. Database size is not limited as with other SQL 2005 rates as the invoice amount is calculated for each record in the database. A monthly report of the database record count is available.

37960 - Pass-Thru Billing

9601 - Pass-Thru Billing

This is a one-time charge to cover the cost of an item purchased by ISD on behalf of a customer. The 8% admin fee is in place to cover the cost of Facilities Administrative staff, purchasing, accounting and billing.

Activities of these sections include:

- Monitoring systems
- Overseeing Data Center vendor work
- Coordinating maintenance and repairs
- Creating purchase orders
- Issuing and tracking payments
- Budget reporting
- Creating billing
- Processing payment receipts

*** For any service not provided in the above definitions and rates, please contact ISD F&P (Finance and Planning) at 602-541-0719.**